MyCurriculum Troubleshooting – a Quick Guide

Version 1.1, 17/08/15

Overview

Use this guide to help with any issues you encounter when accessing MyCurriculum and completing your online course selection. The guide covers how to deal with login problems, and what to do when you see an error message or information message.

If, after consulting this guide, you are still having problems with your online course selection, click **Contact Us** at the bottom of the MyCurriculum page to send a query via email.

Log in problems

Issue	Action required
Don't have a username/password?	If you do not have a University username and password yet, register online: www.abdn.ac.uk/ereg (you will need your student ID number). You must wait 24 hours after eRegistration before logging in to MyCurriculum.
Forgotten your username/password?	If you have forgotten your username, please contact: servicedesk@abdn.ac.uk To reset or change your password, please visit: www.abdn.ac.uk/it/student/help/password
Other login problems?	Click **Contact Us** to send details by email.

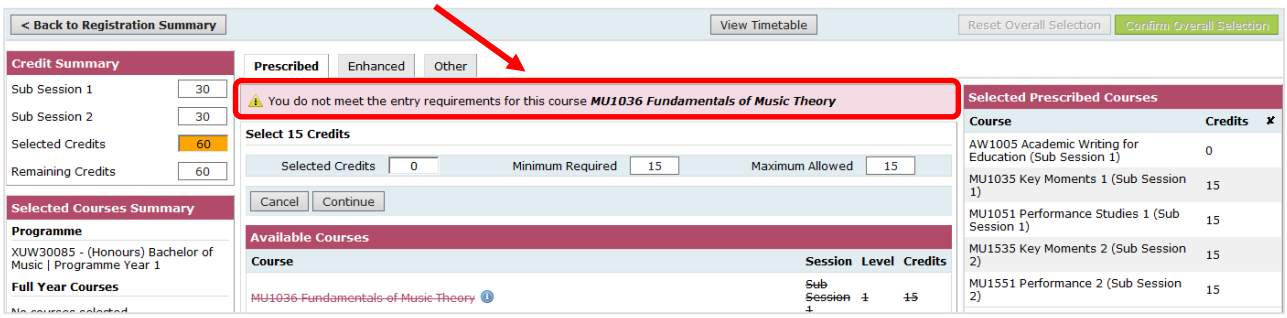
General errors and information messages

Issue	Action required
"Course Selection is not available at this time…"	Use the **Contact Us** button (at the bottom of the page) to send a query via email. You will be asked to provide your University email address and should also add your Student ID number.
Your details are incorrect on the **Registration Summary** page	Use the **Contact Us** button (at the bottom of the page) to send a query via email.
"An unexpected error has occurred..."	Please contact: servicedesk@abdn.ac.uk
"You have Course Selections which you saved on a previous visit..."	Unless you are certain you want to discard your previous course selection and start again, click **Continue** to review your saved selections and make changes if required. **Note:** If you are an ECS/GoAbroad student, click **Continue** as administrators have added your courses for you.

The University of Aberdeen is a charity registered in Scotland, No SC013683

Course selection information messages

As you complete your online course selection, you may notice information messages at the top of the course selection page, for example:



Message	Action required
Strikethrough course (~~like this~~) accompanied by **"You do not hold the pre-requisites…"** or **"You do not meet the entry requirements…"**	Click the information symbol next to the course title to read more about the requirements for the course.
Strikethrough course (~~like this~~) accompanied by **"The timetable for this course clashes with course(s) you have already selected"**	Use the **Contact Us** button (at the bottom of the page) to send a query via email.
"You have not selected enough Credits from this group"	Select at least one more course before continuing to the next step.
"Selecting this course will exceed the maximum allowed for this group"	Deselect at least one course before continuing to the next step.
Confirm Selection/Confirm Overall Selection button(s) inactive	Select at least one more course before continuing to the next step.
"Selecting this course will exceed the maximum…" or **"You have not selected enough…"**	Try to find an alternative selection of courses, using the **Selected Credits** running total at the top left of the screen to work out where you need to choose more or fewer courses.
"The Supplementary Regulations for Arts and Science degrees limit the number of credit points from Science and Arts courses respectively which students are permitted to include in their degree"	If you are BSc student, you have exceeded the maximum number of credits that you are permitted to take in Arts subjects. If you are an MA student, you have exceeded the maximum number of credits that you are permitted to take in Science subjects. Try to find an alternative selection of courses. More information about the University's Supplementary Regulations is available in the MyCurriculum Undergraduate Specific FAQs.
"You cannot select this course as the deadline for making course choices has now passed" or **"You cannot deselect this course as the deadline for course withdrawal has now passed"**	No action required. You have reached the time limit for making changes to your course selection.

"To select <course> you must also select the following co-requisite(s):"	You have selected a course with a co-requisite (another course which you must take along with the course you have selected). Click the **information symbol** next to the course title for more information.
"You cannot select this course as you have taken it in a previous year"	No action required. MyCurriculum will not allow you to select a course that you have already passed.

Capped course information messages

The following messages may appear if you are selecting alternatives to capped courses (those with a limited number of places).

Message	Action required
"Your alternative(s) must carry the same number of credits as your first choice" **"Your alternative cannot be the same as your first choice"** **"Your alternative cannot carry more credits than your first choice"** **"Your alternative cannot be a course you have already selected"** **"You have already selected this course as an alternative"**	Choose your alternatives for each capped course separately. The system will present alternatives from the same sub session as the capped course, and meeting the same requirements (for example, if the capped course was from a group of **Prescribed** courses, the alternatives will be from this group too).

Further information and help

- Visit www.abdn.ac.uk/mycurriculum for more help using MyCurriculum.
- To view frequently asked questions (**FAQs**), visit www.abdn.ac.uk/infohub/study/faq